

ABSTRAK

Jesica Can: Penerapan *E-Government* Dalam Pelayanan Publik Pada Masa Pandemi Corona Virus Disesae (COVID-19) Di Dinas Kependudukan dan Pencatatan Sipil Kabupaten Kubu Raya. Skripsi Program Studi Ilmu Pemerintahan Fakultas Ilmu Sosial dan Ilmu Politik, Universitas Tanjungpura Pontianak.

Penelitian ini bertujuan untuk mengetahui, mendeskripsikan dan menganalisis Penerapan *E-Government* Dalam Pelayanan Publik Pada Masa *Pandemi Corona Virus Disesae (COVID-19)* Di Dinas Kependudukan dan Pencatatan Sipil Kabupaten Kubu Raya. Dalam penelitian ini ada 3 (tiga) elemen sukses pengembangan *E-Government* yang menjadi fokus pembahasan dalam skripsi ini, yaitu *support*, *capacity* dan *value* secara khusus dalam aspek pelayanan melalui aplikasi SIPEMUDAonline. Dalam penelitian ini peneliti menggunakan metode penelitian kualitatif dengan pendekatan deskriptif. Peneliti menggunakan teknik pengumpulan data yaitu observasi, wawancara dan dokumentasi. Pada teknik keabsahan data peneliti menggunakan teknik triangulasi sumber dan triangulasi tehnik. Adapun yang menjadi hasil penelitian berdasarkan ketiga elemen yaitu *support*, *capacity* dan *value*. Dalam *support*, yaitu dukungan pemerintah baik pemerintah pusat maupun daerah terhadap pelaksanaan *e-government* sudah baik hal tersebut dilihat dari adanya kebijakan yang dibuat dan motivasi yang diberikan dari pimpinan Disdukcapil Kabupaten Kubu Raya. Dalam *capacity* ada tiga indikator yaitu, ketersediaan sumber daya yang cukup (finansial) ketersediaan infrastruktur teknologi dan ketersediaan SDM (Sumber Daya Manusia) yang memiliki Kompeten. Ketersediaan anggaran/finansial masih terbilang minim dikarenakan untuk aplikasi SIPEMUDAonline belum dianggarkan secara khusus. ketersediaan SDM yang dalam mengelola aplikasi SIPEMUDAonline kurang optimal. Dalam *value* terdapat tiga indikator yaitu, eksistensi, kemudahan pengguna serta manfaat, dari ketiga indikator tersebut dapat disimpulkan bahwa kurangnya sosialisasi menyebabkan kurangnya eksistensi sehingga mempengaruhi kemudahan dalam penggunaan aplikasi dan juga dikarenakan terbatasnya waktu dalam mengakses aplikasi tersebut.

Kata kunci: *E-Government, Pelayanan Publik, Disdukcapil*

ABSTRACT

Jesica Can: *The Implementation of E-Government in Public Service during the Corona Virus Disease (COVID-19) Pandemic at the Population and Civil Registration Department of Kubu Raya Regency.* Thesis of the Governance Science Study Program of the Social and Political Sciences Faculty, Universitas Tanjungpura Pontianak.

This study aimed to find out, describe, and analyze the implementation of E-Government in public service during the Corona Virus Disease (COVID-19) pandemic at the Population and Civil Registration Department of Kubu Raya Regency. In this study, there were 3 (three) elements of successful E-Government development that were the focus of discussion in this thesis, namely support, capacity, and value, specifically in the aspect of service through the SIPEMUDAonline application. This study used the qualitative research method with a descriptive approach. The techniques of data collection were observation, interviews, and documentation. The techniques of data validity used were source triangulation and triangulation. The results of the study were based on the three elements, namely support, capacity, and value. In terms of support, government support, both from central and local governments, for the implementation of e-government had been good, this could be seen from the existence of policies made and the motivation given by the Head of the Population and Civil Registration Department of Kubu Raya Regency. In terms of capacity, there were three indicators, namely, the availability of sufficient (financial) resources, the availability of technological infrastructure, and the availability of competent human resources. The budget/financial availability was still minimal because the SIPEMUDAonline application had not been specifically budgeted for and the availability of human resources to manage the SIPEMUDAonline application was not optimal. In terms of value, there were three indicators, namely, existence, ease of use, and benefits. From these three categories, it can be concluded that a lack of socialization causes a lack of existence that affects the ease of use of the application and also due to the limited time spent accessing the application.

Keywords: *E-Government, Public Service, Population and Civil Registration Department.*

